



Frankfort Plant Board

Water  
Cable  
Electric  
Security  
Local Phone  
Digital Cable  
Long Distance  
Community TV  
Ethernet/Internet  
Cable Modem/ISP  
Cable Advertising

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FEB 12 2013

PUBLIC SERVICE  
COMMISSION

February 12, 2013

Mr. Jeff R. Derouen  
Executive Director  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40601

RE: Public Service Commission Case No. 2012-00129

Dear Mr. Derouen:

Pursuant to the Commission's December 17, 2012 Order, please find enclosed for filing an original and eight (8) copies of the Electric and Water Plant Board's proposed Customer Education Plan in the above captioned case.

If you have any questions regarding the enclosed filing, please do not hesitate to contact me at (502) 352-4541 or [hprice@fewpb.com](mailto:hprice@fewpb.com).

Sincerely,

A handwritten signature in cursive script that reads "Hance Price".

Hance Price  
Staff Attorney

HP/kp  
Enclosure

*Equal Opportunity/Affirmative Action Employer*

317 West Second Street (P.O. Box 308) Frankfort, Kentucky 40602 Phone (502) 352-4372  
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FEB 12 2013

PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF THE NORTH AMERICAN )  
NUMBERING PLAN ADMINISTRATOR, ON )  
BEHALF OF THE KENTUCKY )  
TELECOMMUNICATIONS INDUSTRY, FOR )  
RELIEF OF THE 270 NUMBERING PLAN AREA )

ADMINISTRATIVE  
CASE NO.  
2012-00129

PROPOSED CUSTOMER EDUCATION PLAN

Comes the Electric and Water Plant Board of the City of Frankfort, KY ("FPB"), by counsel, and respectfully submits its Proposed Customer Education Plan in the above captioned case. FPB states as follows:

1. FPB plans to distribute the following information that was previously promulgated by the Commission regarding Kentucky's new area code to its customers:

**TEN THINGS TO KNOW ABOUT KENTUCKY'S NEW AREA CODE:**

1. All current area code 270 numbers remain unchanged. Everyone with a 270 area code number can keep it. Nobody is required to change their area code or phone number.
2. The overlay affects both landline and wireless services.
3. Area code 364 will be overlaid on top of area code 270. That means that area codes 270 and 364 will occupy the same physical space beginning March 2014.
4. In order to distinguish between phone numbers with area code 270 and those with area code 364, 10-digit dialing will be required for all local calls within the overlay.
5. Ten-digit dialing also will be required for local calls into or out of the overlay in those areas that now allow seven-digit local calling across the area code 270 boundary.

6. Ten-digit dialing means dialing the area code before dialing the number itself – for example: 270-555-1212 or 364-555-1212.
7. Long-distance calls within the overlay will require 11-digit (1-plus) dialing, just as long distance calls to other area codes do now.
8. A transition period, known as permissive dialing, will begin on August 3, 2013 and end on January 31, 2014. During that time, local calls can be made using either seven-digit or 10-digit dialing.
9. On February 1, 2014, 10-digit dialing for local calls will become mandatory in the area code 270/364 territory.
10. Numbers with area code 364 may be distributed beginning March 3, 2014. Telecommunication service providers may continue to distribute 270 numbers for as long as they have any remaining in their inventories.

2. FPB will distribute this material in several ways. First, FPB will post this information on its website and air public-service announcements on its local cable television system. Second, FPB will distribute customer notices at its customer service department. Finally, FPB will include this material in a bill insert to its telephone customers.

**WHEREFORE**, pursuant to the Commission's December 17, 2012 Order, FPB will begin implementing its Proposed Customer Education Plan.

Respectfully Submitted,

  
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Hance Price, Staff Attorney  
Frankfort Plant Board  
P.O. Box 308  
317 W. Second St.  
Frankfort, KY 40602  
(502) 352-4541  
[hprice@fewpb.com](mailto:hprice@fewpb.com)

## CERTIFICATE OF SERVICE

I, Hance Price, hereby certify that on the 12<sup>th</sup> day of February, 2013 a true and accurate copy of the foregoing Proposed Customer Education Plan was served via U.S. Mail to the following parties:

Susan J. Berlin  
Counsel, Regulatory Affairs  
Sprint  
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Attorney at Law  
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Nancy J. White, CEO  
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Stephen P. Jones, II  
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Honorable Mary K. Keyer  
BellSouth Telecommunications, LLC d/b/a  
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601 W. Chestnut Street  
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Louisville, Kentucky 40203

Deborah Prather  
Communications Venture Corp. d/b/a  
5312 W. Washington Center Rd.  
Fort Wayne, Indiana 46818

Thomas E. Preston  
Duo County Telephone Cooperative Corp.  
P.O. Box 80  
Jamestown, Kentucky 42629

and via hand delivery of an original and eight copies to Mr. Jeff Derouen, Executive Director, Kentucky Public Service Commission, 211 Sower Boulevard, P.O. Box 615, Frankfort, Kentucky 40602-0615.

Hance Price  
Hance Price, Staff Attorney